



Angsana Spa – Sheraton Laguna Guam Resort Safety Procedures (COVID-19)

Updated 9.26.2020

Safety and sanitation in the Spa business are essential for health, from preventing infection and improving employees and guest's overall well-being.

The guidelines below are created to help curb the spread of the COVID-19 during Re-opening Spa and to provide guidance to help ensure safety of our staff and guest.

Spa Associate (Receptionist, Therapist)

- Spa associate must check temperature daily and record it in the file. (100F up, not allowed to work)
- Spa associate with cold or flu-like symptoms is not allowed to work.
- Spa associates must always wear face mask and face shield.

Spa Reception

- Setup digital thermometer, hand sanitizer, alcohol and cotton pads.
- Menu should be single use or laminated for disinfection after each use.
- Guest must wear face mask throughout the whole spa experience. If guest doesn't wear it upon arrival, offer complimentary face mask.
- Ask guest to fill in Health and Travel Declaration.
- Check guest temperature. 100F up, politely declines the service.
- If guest shows cold or flu-like symptoms, politely decline the service.
- Wash or sanitize hands after each transaction.
- Clean all high touch surfaces (Such as telephone, desk, keyboards, credit card machines, mouse) with disinfectant spray or alcohol.

Booking

- Adhere to DPHSS's capacity limit.
- Adjust appointment time for enhanced cleaning between guests, at least 30 minutes.
- Provide service by appointment only (Walk-in guest is not allowed).

Retail (Spa Gallery)

- Remove all testers.
- Disinfect item touched by guest.



Treatment Room

- Set up hand sanitizer
- Massage table accessories such as pillows, cushions and bolsters used during services should be disposable or covered with a material that can be sanitized.
- Remove the flower display under face cradle.

Treatment

- Recommend guest to take a shower before treatment (as much as possible).
- Spa therapist must wash hands before and after guest interaction.
- Suspend tea service and offer bottled water.

Post Treatment

- Change all bed linens after each treatment.
- Clean and sanitize treatment equipment, massage table and all guest contact item after each treatment.
- Clean and sanitize treatment room entrance and doorknobs after each guest.
- Spa therapist must wear gloves during the cleaning.

Linen

- All spa linens must be changed after each use and strictly prohibited to reuse without appropriate laundry.
- All clean spa linens should be stored in clean ventilated room or in closed cabinet.
- Spa therapist must wear gloves when handling soiled linens.

Rest room

- Rest room must be cleaned and disinfected every after use.
- Extra toilet tissue must be stored in a closed cabinet or container.
- Restroom must be supplied with liquid soap and paper towels.
- Post hand washing signage.

Common area

- Thoroughly clean and disinfect frequently touched surfaces.
- Post signage to emphasize social distancing (6ft).
- Remove magazines and paper materials.